

April 22 2011

Public Service Commission

PO Box 11649

Columbia, SC 29211

Docket # 2011-47-WS

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CLERK'S OFFICE

To Whom It May Concern,

I am writing you in sheer disbelief after reading that Carolina Water Service is requesting an increase in fees in the April 21 edition of *The Rock Hill Herald*. I have lived in River Hills Plantation for four years and have had nothing but problems with them. Before residing at my current address I lived in another part of York County and received my water service from the City of Rock Hill and prior to that I lived in Charlotte. At no point in dealing with any other utility have I received the poor service and paid an exorbitant premium I have with Carolina Water Service. Just I and my wife live at our home and when I first moved in our water/sewer bills were higher than our previous homes. However, I understood from neighbors that someone of power signed a terrible deal years ago to get Carolina Water Service to install the water lines because our neighborhood was on a community well. With the installation of the lines obviously came an expense on the part Of Carolina Water service and in order to recoup those expenses the rates were very high. What I didn't expect was to get a \$500 water bill one month. When I received the bill I called them about half a dozen times and they could give me no explanation other than it was not a leak. I subsequently received several other bills in the \$200 range. The calls that followed those bills were met with numerous excuses including; an employee misreading the meters for several months, new software installed that wasn't functioning properly and lastly they had estimated bills for a length of time and then were having to "catch-up". My bills are now somewhere in the range of \$60 to \$80 per month (50% to 100% higher than the \$40 average they quote in *The Herald* article). What is my recourse, not pay the bill and have my service turned off? It is absolutely ludicrous to think there "operating expenses" have risen enough to justify them raising the rates. I am asking that you do allow them the increase they are requesting. If they are unable to run the business with the astronomical rates they currently charge they need to sell the business.

Sincerely,



Brandon T. McGee